

Eligibility Transaction Procedures

This section details the procedures necessary to complete each of the following eligibility transactions:

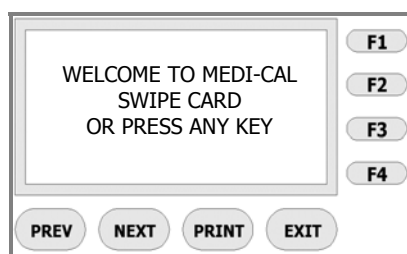
- Eligibility Inquiry
- Share of Cost
- Medi-Services

If you have questions regarding the operation of the POS device, call the EDS POS/Internet Help Desk at 1-800-427-1295.

ELIGIBILITY INQUIRY

Beginning a Transaction

The first screen that will display on the POS device is the welcome screen. You can either swipe a Benefits Identification Card (BIC) through the card reader or press any key to get started.

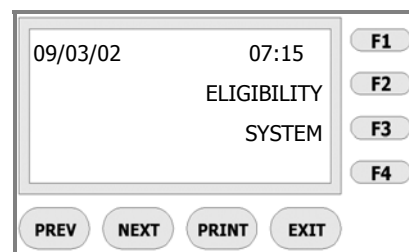
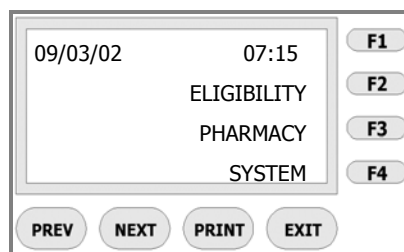


If you swipe a BIC through the device, the recipient information coded on the magnetic stripe appears in the appropriate fields as you advance through the transaction. To accept the information at each stage, press <ENTER> at each prompt.

If you do not swipe the BIC, you must enter the requested information at each prompt and press <ENTER>.

Note: You will need to know the issue date on the BIC to successfully enter an Eligibility Inquiry transaction.

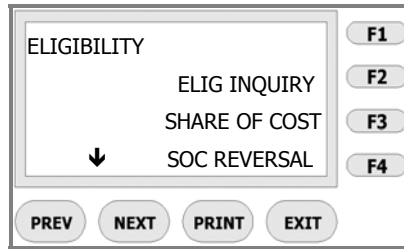
After swiping the BIC through the device, one of the following screens displays:



To initiate an Eligibility Inquiry transaction, select "ELIGIBILITY" by pressing the corresponding function <F> key.

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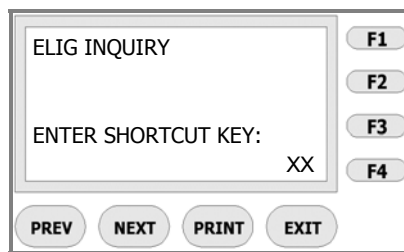
The eligibility main menu displays. Select “ELIG INQUIRY” by pressing the corresponding function <F> key.



The screen displays the 'ELIGIBILITY' menu. On the left, a list of options is shown: 'ELIG INQUIRY', 'SHARE OF COST', and 'SOC REVERSAL'. A downward arrow points to 'ELIG INQUIRY'. On the right side of the screen, there are four function keys labeled F1, F2, F3, and F4. At the bottom, there are four buttons labeled 'PREV', 'NEXT', 'PRINT', and 'EXIT'.

Shortcut Key

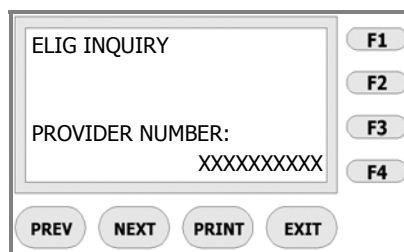
The POS device prompts you to enter your shortcut key. If you have activated this function, enter your shortcut key and press <ENTER>. Otherwise press <ENTER> to bypass this field. For more information on the shortcut key, see the *Device System Transactions* section in this user guide.



The screen displays the 'ELIG INQUIRY' menu. Below the menu title, it says 'ENTER SHORTCUT KEY:'. To the right of this text, the characters 'XX' are displayed. On the right side of the screen, there are four function keys labeled F1, F2, F3, and F4. At the bottom, there are four buttons labeled 'PREV', 'NEXT', 'PRINT', and 'EXIT'.

Provider Number

The POS device prompts you to enter your provider number. (This field will have populated in the previous step if your shortcut key is activated.) Otherwise, enter your provider number and press <ENTER>.



The screen displays the 'ELIG INQUIRY' menu. Below the menu title, it says 'PROVIDER NUMBER:'. To the right of this text, the characters 'XXXXXXXXXX' are displayed. On the right side of the screen, there are four function keys labeled F1, F2, F3, and F4. At the bottom, there are four buttons labeled 'PREV', 'NEXT', 'PRINT', and 'EXIT'.

PIN

The POS device prompts you to enter your provider identification number (PIN). Enter your PIN and press <ENTER>. (The POS device displays asterisks instead of your PIN for security purposes.)

The image shows a POS device screen with a white background and a black border. At the top, it says 'ELIG INQUIRY'. Below that, it says 'PIN:' followed by 'XXXXXX'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four navigation buttons labeled PREV, NEXT, PRINT, and EXIT.

Recipient ID

The POS device prompts you to enter the recipient ID. If you swiped the BIC at the beginning of the transaction, press <ENTER> to accept the recipient ID shown. Otherwise, enter the correct recipient ID and press <ENTER>.

The image shows a POS device screen with a white background and a black border. At the top, it says 'ELIG INQUIRY'. Below that, it says 'RECIPIENT ID:' followed by 'XXXXXXXX'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four navigation buttons labeled PREV, NEXT, PRINT, and EXIT.

Date of Birth

The POS device prompts you to enter the recipient's date of birth. Press <ENTER> to accept the date shown or enter the correct date (CCYY-MM-DD) and press <ENTER>.

Newborn Infant Using Mother's ID

If you are verifying eligibility for a newborn infant billing on the mother's ID number, you must enter the mother's birthdate at this prompt, not the infant's.

The image shows a POS device screen with a white background and a black border. At the top, it says 'ELIG INQUIRY'. Below that, it says 'DATE OF BIRTH:' followed by 'CCYY-MM-DD'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four navigation buttons labeled PREV, NEXT, PRINT, and EXIT.

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Date of Issue

The POS device prompts you to enter the date of issue (YY-MM-DD) shown on the BIC. Press <ENTER> to accept the date shown on the screen or enter the correct date and press <ENTER>.

The image shows a POS device screen with a white background and a black border. At the top left, the text 'ELIG INQUIRY' is displayed. Below it, the text 'DATE OF ISSUE:' is followed by 'YY-MM-DD'. To the right of the screen, there are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen, there are four navigation buttons labeled PREV, NEXT, PRINT, and EXIT.

Date of Service

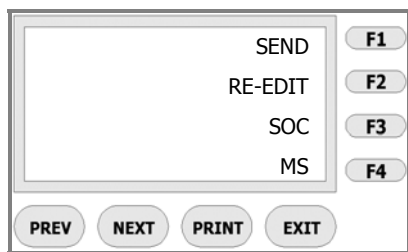
The POS device prompts you to enter the date of service. The POS device displays the current date as the default. If a different date of service is needed, enter that date (CCYY-MM-DD) and press <ENTER>. If the default date is the correct date, press <ENTER> to accept.

The image shows a POS device screen with a white background and a black border. At the top left, the text 'ELIG INQUIRY' is displayed. Below it, the text 'DATE OF SERVICE:' is followed by 'CCYY-MM-DD'. To the right of the screen, there are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen, there are four navigation buttons labeled PREV, NEXT, PRINT, and EXIT.

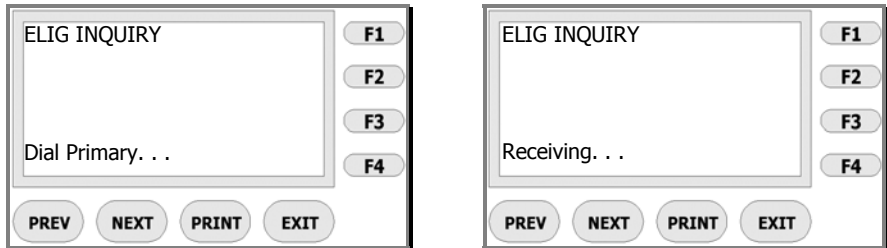
Send/Re-Edit Menu

All of the specific fields related to the Eligibility Inquiry transaction have been entered. The device displays the send/re-edit menu, which lists the following options: "SEND," "RE-EDIT," "SOC" (Share of Cost), and "MS" (Medi-Services Reservation). Select "SEND" to send your Eligibility Inquiry transaction to the Medi-Cal host computer, or select "RE-EDIT" to change the transaction data.

If you select "RE-EDIT," the device will allow you to make changes to any data that you have entered. It displays the first field of your Eligibility Inquiry transaction, the "Shortcut Key" field. You can scroll through all the fields by pressing <NEXT> to move to the next screen or <PREV> to move to a previous screen until you get to the field you want to change. You can change the field by typing over the information previously entered or by using the backspace key to erase the previously entered data, one character at a time, before re-entering the information. After the information in a field has been changed, press <ENTER> to accept the updated information. Once all fields have been verified and are correct, you can either go immediately to the send/re-edit menu by pressing <EXIT> or scroll field by field.

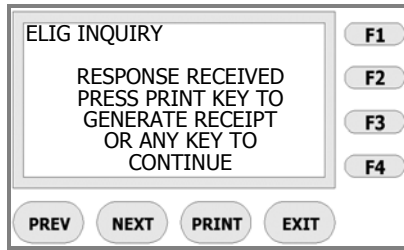


After you select "SEND," the screen displays the following to show that the POS device is processing your transaction and sending it to the Medi-Cal host computer.



Response Received

After the Medi-Cal host receives your transaction, the device will beep, and you will receive the following message:



As prompted in the response received message, you can press <PRINT> on the device or <F7> on the keyboard to print the response. Or you can view the response on the screen by pressing any key. The device displays a text message containing your Eligibility Inquiry response.

Sample Eligibility Inquiry Message

The following is an example of the type of messages you may receive:

The image shows two sample eligibility inquiry messages displayed on a screen. The left screen shows a message with a down arrow, and the right screen shows a message with an up arrow. Both screens have function keys F1-F4 and navigation buttons PREV, NEXT, PRINT, EXIT.

Left Screen:

```

ELIG INQUIRY
LAST NAME: DOE
EVC # : XXXXXXXXXX
CNTY CODE: XX. PRMY
AID CODE: XX.
MEDI-CAL ELIGIBLE
↓ W/NO SOC. HEALTH
  
```

Right Screen:

```

ELIG INQUIRY
↑ PLAN MEMBER:
  PLTCCM-ALTA MED
  SENIOR BUENACARE:
  MEDICAL/DENTAL CALL
  555 999 9999.
  
```

Transaction Completion

The response screen may contain an arrow pointing down. This arrow indicates that the message continues on the next screen, or that you have provider mail (additional messages from the Medi-Cal System). If you have provider mail, the device will display a down arrow on the last page of your eligibility response. Press <NEXT> to scroll to the next page of the response or if you are at the last page of your response, press <NEXT> to view your provider mail. Press <PREV>, if there is an arrow pointing up, to view the previous page of the response. Press <CANCEL> to return to the eligibility menu.

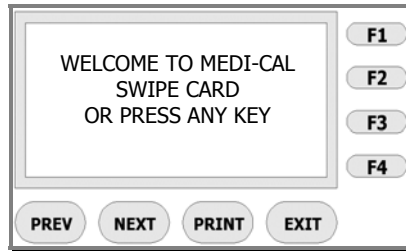
No Recorded Eligibility

If you receive a message that states "NO RECORDED ELIGIBILITY FOR (MONTH) (YEAR)," verify that the information entered was correct before denying Medi-Cal services to the recipient.

SHARE OF COST

Beginning a Transaction

The first screen that will display on the POS device is the welcome screen. You can either swipe a Benefits Identification Card (BIC) through the card reader or press any key to get started.

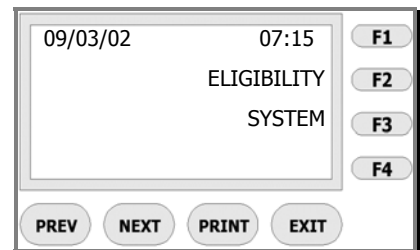
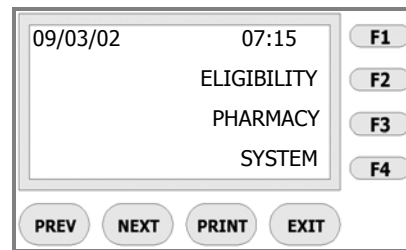


If you swipe a BIC through the device, the recipient information coded on the magnetic stripe appears in the appropriate fields as you advance through the transaction. To accept the information at each stage, press <ENTER> at each prompt.

If you do not swipe the BIC, you must enter the requested information at each prompt and press <ENTER>.

Note: You will need to know the issue date on the BIC to successfully enter a Share of Cost transaction.

After swiping the BIC through the device, one of the following screens displays:



To initiate a Share of Cost transaction, select "ELIGIBILITY" by pressing the corresponding function <F> key.

The eligibility main menu displays. Select "SHARE OF COST" by pressing the corresponding function <F> key.

ELIGIBILITY

ELIG INQUIRY

SHARE OF COST

↓

SOC REVERSAL

F1

F2

F3

F4

PREV

NEXT

PRINT

EXIT

Shortcut Key

The POS device prompts you to enter your shortcut key. If you have activated this function, enter your shortcut key and press <ENTER>. Otherwise, press <ENTER> to bypass this field. For more information on the shortcut key, please see the *Device System Transactions* section in this user guide.

SHARE OF COST

ENTER SHORTCUT KEY:

XX

F1

F2

F3

F4

PREV

NEXT

PRINT

EXIT

Provider Number

The POS device prompts you to enter your provider number. (This field will have populated in the previous step if your shortcut key is activated.) Otherwise, enter your provider number and press <ENTER>.

SHARE OF COST

PROVIDER NUMBER:

XXXXXXXX

F1

F2

F3

F4

PREV

NEXT

PRINT

EXIT

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PIN

The POS device prompts you to enter your provider identification number (PIN). Enter your PIN and press <ENTER>. (The POS device displays asterisks instead of your PIN for security purposes.)

A screenshot of a POS device screen. The screen is divided into two main sections. The top section is labeled 'SHARE OF COST' and contains a large empty rectangular box. The bottom section is labeled 'PIN:' and contains a series of seven asterisks 'XXXXXXX'. To the right of the screen are four function buttons labeled 'F1', 'F2', 'F3', and 'F4'. Below the screen are four navigation buttons labeled 'PREV', 'NEXT', 'PRINT', and 'EXIT'.

Recipient ID

The POS device prompts you to enter the recipient ID. If you swiped the BIC at the beginning of the transaction, press <ENTER> to accept the recipient ID shown. Otherwise, enter the correct recipient ID and press <ENTER>.

A screenshot of a POS device screen. The screen is divided into two main sections. The top section is labeled 'SHARE OF COST' and contains a large empty rectangular box. The bottom section is labeled 'RECIPIENT ID:' and contains a series of eight asterisks 'XXXXXXXX'. To the right of the screen are four function buttons labeled 'F1', 'F2', 'F3', and 'F4'. Below the screen are four navigation buttons labeled 'PREV', 'NEXT', 'PRINT', and 'EXIT'.

Date of Birth

The POS device prompts you to enter the recipient's date of birth. Press <ENTER> to accept the date shown or enter the correct date (CCYY-MM) and press <ENTER>.

Newborn Infant Using Mother's ID

If you are verifying eligibility for a newborn infant billing on the mother's ID number, you must enter the mother's birthdate at this prompt, not the infant's.

A screenshot of a POS device screen. The screen is divided into two main sections. The top section is labeled 'SHARE OF COST' and contains a large empty rectangular box. The bottom section is labeled 'DATE OF BIRTH:' and contains the text 'CCYY-MM-DD'. To the right of the screen are four function buttons labeled 'F1', 'F2', 'F3', and 'F4'. Below the screen are four navigation buttons labeled 'PREV', 'NEXT', 'PRINT', and 'EXIT'.

Date of Issue

The POS device prompts you to enter the date of Issue (YY-MM-DD) shown on the BIC. Press <ENTER> to accept the date shown on the screen or enter the correct date and press <ENTER>.

The screenshot shows a POS device screen with a white background and a black border. At the top, it says 'SHARE OF COST'. Below that, it says 'DATE OF ISSUE:' followed by 'YY-MM-DD'. To the right of the screen are four buttons labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

Date of Service

The POS device prompts you to enter the date of service. The POS device displays the current date as the default. If a different date of service is needed, enter that date (CCYY-MM-DD) and press <ENTER>. If the default date is the correct date, press <ENTER> to accept.

The screenshot shows a POS device screen with a white background and a black border. At the top, it says 'SHARE OF COST'. Below that, it says 'DATE OF SERVICE:' followed by 'CCYY-MM-DD'. To the right of the screen are four buttons labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

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Case Number

The POS device prompts you to enter the case number. You only need to enter a case number if the recipient is affected by the Sneede v. Kizer lawsuit and presents a *Share of Cost Case Summary* letter listing all the recipient's case numbers. For more information, please see the *Eligibility: Share of Cost (SOC)* section in Part 1 of the Medi-Cal Provider Manual.

Multiple Case Numbers

If the recipient has multiple case numbers, you must submit a separate SOC transaction for each case number the recipient wants to clear.

Enter the case number and press <ENTER> or, if the recipient does not require a case number as described above, press <ENTER> to bypass this field.

SHARE OF COST

SOC CASE NUMBER:
XXXXXXXXXX

F1
F2
F3
F4

PREV NEXT PRINT EXIT

Procedure Code

The POS device prompts you to enter the procedure code (HCPCS, CPT-4, UB-92, NDC, UPC or HRI). Enter the procedure code and press <ENTER>.

SHARE OF COST

PROCEDURE CODE/NDC:
XXXXX

F1
F2
F3
F4

PREV NEXT PRINT EXIT

Share of Cost

The POS device prompts you to enter the Share of Cost (SOC) applied amount. Enter the amount of SOC to be cleared for this specific case number and press <ENTER>. It is not necessary to enter a decimal point. The POS device automatically fills in the decimal point.

Note: If you are entering a whole dollar amount (for example, \$25.00), you must enter zeros in the "cents" area or you will enter 25 cents instead of \$25.00. You can enter up to \$99,999.99 in this field.

The screenshot shows a POS device screen with a title bar 'SHARE OF COST'. Below the title bar is a large empty rectangular area for text entry. Below this area, the text 'SOC AMOUNT:' is displayed, followed by a dollar sign '\$' and the value '0.00'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

Billed Amount

The POS device prompts you to enter the billed amount. Enter the usual and customary fee for the procedure code performed and press <ENTER>.

Note: If you are entering a whole dollar amount (for example, \$25.00), you must enter zeros in the "cents" area or you will enter 25 cents instead of \$25.00. You can enter up to \$99,999.99 in this field.

Total billed amount cannot be greater than the SOC amount.

The screenshot shows a POS device screen with a title bar 'SHARE OF COST'. Below the title bar is a large empty rectangular area for text entry. Below this area, the text 'TOTAL BILLED AMT:' is displayed, followed by a dollar sign '\$' and the value '0.00'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

Send/Re-Edit Menu

All of the specific fields related to the SOC transaction have been entered. The device displays the send/re-edit menu, which lists the following options: "SEND," "RE-EDIT," "SOC" (Share of Cost), and "MS" (Medi-Services Reservation). Select "SEND" to send your SOC transaction to the Medi-Cal host computer, or select "RE-EDIT" to change the transaction data.

If you select "RE-EDIT," the device will allow you to make changes to any data that you have entered. It displays the first field of your SOC transaction, the "Shortcut Key" field. You can scroll through all the fields by pressing <NEXT> to move to the next screen or <PREV> to move to a previous screen until you get to the field you want to change. You can change the field by typing over the information previously entered or by using the backspace key to erase the previously entered data, one character at a time, before re-entering the information. After the information in a field has been changed, press <ENTER> to accept the updated information. Once all fields have been verified and are correct, you can either go immediately to the send/re-edit menu by pressing <EXIT> or scroll field by field.

SHARE OF COST | SEND
RE-EDIT

F1
F2
F3
F4

PREV NEXT PRINT EXIT

After you select "SEND," the screen displays the following to show that the POS device is processing your transaction and sending it to the Medi-Cal host computer.

SHARE OF COST

RECEIVING. . .

F1
F2
F3
F4

PREV NEXT PRINT EXIT

SHARE OF COST

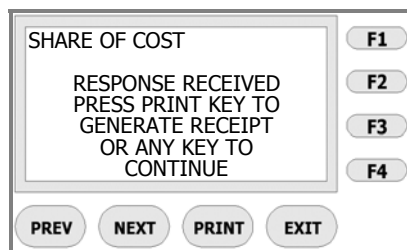
DIAL PRIMARY. . .

F1
F2
F3
F4

PREV NEXT PRINT EXIT

Response Received

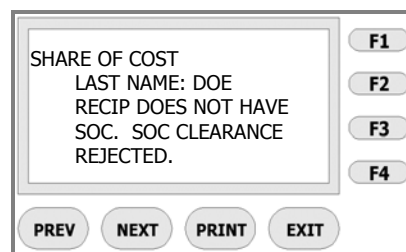
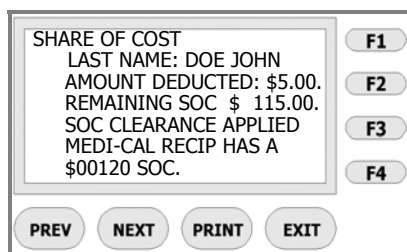
After the Medi-Cal host receives your transaction, the device will beep, and you will receive the following message:



As prompted in the response received message, you can press <PRINT> on the device or <F7> on the keyboard to print the response. Or you can view the response on the screen by pressing any key. The device displays a text message containing your SOC response.

Sample SOC Message

Following are examples of the type of messages you may receive:



Transaction Completion

The response screen may contain an arrow pointing down. This arrow indicates that the message continues on the next screen, or that you have provider mail (additional messages from the Medi-Cal System). If you have provider mail, the device will display a down arrow on the last page of your SOC response. Press <NEXT> to scroll to the next page of the response or if you are at the last page of your response, press <NEXT> to view your provider mail. Press <PREV>, if there is an arrow pointing up, to view the previous page of the response. Press <CANCEL> to return to the eligibility menu.

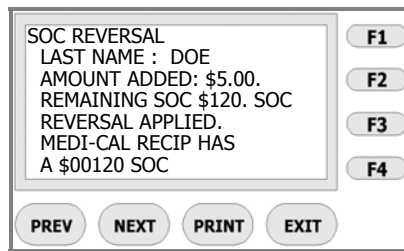
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SOC Reversal

SOC reversals may only be performed for partial clearance prior to the time the recipient is certified as eligible.

To reverse SOC transactions, select "SOC REVERSAL" at the eligibility main menu and enter the same information as for a clearance. The device will respond with confirmation that the reversal is completed. Once a recipient has been certified as having met the Share of Cost, reversal transactions can no longer be performed.

Sample SOC Reversal Message



A screenshot of a computer screen displaying a message box for an SOC reversal. The message box contains the following text: "SOC REVERSAL", "LAST NAME : DOE", "AMOUNT ADDED: \$5.00.", "REMAINING SOC \$120. SOC REVERSAL APPLIED.", "MEDI-CAL RECIP HAS A \$00120 SOC". To the right of the message box are four buttons labeled F1, F2, F3, and F4. Below the message box are four buttons labeled PREV, NEXT, PRINT, and EXIT.

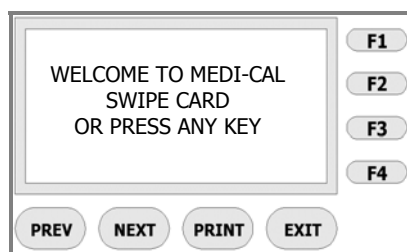
If you are unsure of the meaning of a message, refer to the *Troubleshooting* section of this guide or call the EDS POS/Internet Help Desk at 1-800-427-1295.

MEDI-SERVICES

Only certain providers can reserve and bill Medi-Services. For more information, please see the *Eligibility: Recipient Identification* section in Part 1 of the Medi-Cal Provider Manual for instructions about when to reserve Medi-Services.

Beginning a Transaction

The first screen that will display on the POS device is the welcome screen. You can either swipe a Benefits Identification Card (BIC) through the card reader or press any key to get started.

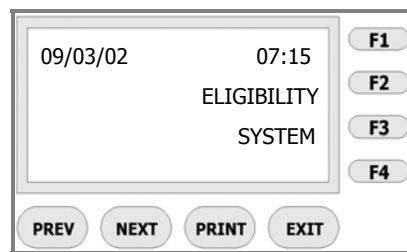
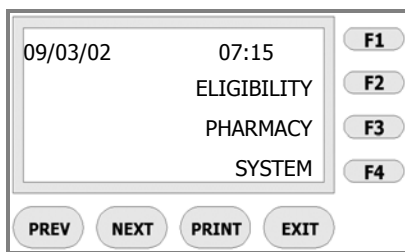


If you swipe a BIC through the device, the recipient information coded on the magnetic stripe appears in the appropriate fields as you advance through the transaction. To accept the information at each stage, press <ENTER> at each prompt.

If you do not swipe the BIC, you must enter the requested information at each prompt and press <ENTER>.

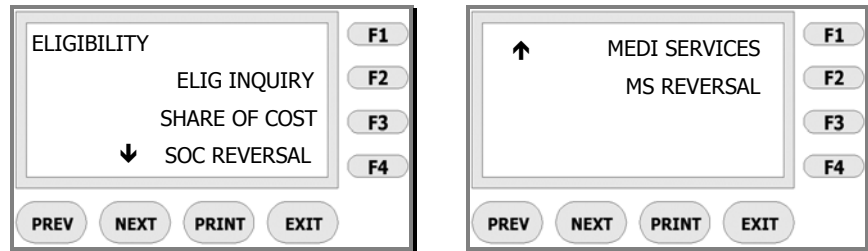
Note: You will need to know the issue date on the BIC to successfully enter an Medi-Services transaction.

After swiping the BIC through the device, one of the following screens displays.



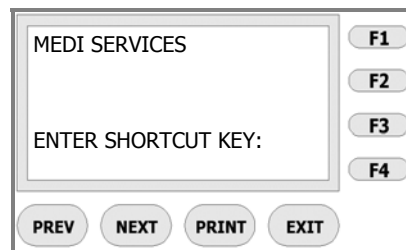
To initiate a Medi-Services transaction, select "ELIGIBILITY" by pressing the corresponding function <F> key.

The eligibility main menu displays. This menu may contain an arrow pointing down. This arrow indicates that the menu continues on the next screen. Press <NEXT> to scroll to the next screen of the menu and select "MEDI-SERVICES" by pressing the corresponding function <F> key.



Shortcut Key

The POS device prompts you to enter your shortcut key. If you have activated this function, enter your shortcut key and press <ENTER>. Otherwise, press <ENTER> to bypass this field. For more information on the shortcut key, please see the *Device System Transactions* section in this user guide.



Provider Number

The POS device prompts you to enter your provider number. (This field will have populated in the previous step if your shortcut key is activated.) Otherwise, enter your provider number and press <ENTER>.

The image shows a POS device screen. At the top, it says 'MEDI SERVICES'. Below that, it says 'PROVIDER NUMBER:' followed by 'XXXXXXXX'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four navigation buttons labeled PREV, NEXT, PRINT, and EXIT.

PIN

The POS device prompts you to enter your provider identification number (PIN). Enter your PIN and press <ENTER>. (The POS device displays asterisks instead of your PIN for security purposes.)

The image shows a POS device screen. At the top, it says 'MEDI SERVICES'. Below that, it says 'PIN:' followed by 'XXXXXX'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four navigation buttons labeled PREV, NEXT, PRINT, and EXIT.

Recipient ID

The POS device prompts you to enter the recipient ID. If you swiped the BIC at the beginning of the transaction, press <ENTER> to accept the recipient ID shown. Otherwise, enter the correct recipient ID and press <ENTER>.

The image shows a POS device screen. At the top, it says 'MEDI SERVICES'. Below that, it says 'RECIPIENT ID:' followed by 'XXXXXXXXXX'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four navigation buttons labeled PREV, NEXT, PRINT, and EXIT.

Date of Birth

The POS device prompts you to enter the recipient's date of birth. Press <ENTER> to accept the date shown or enter the correct date (CCYY-MM) and press <ENTER>.

Newborn Infant Using
Mother's ID

If you are verifying eligibility for a newborn infant billing on the mother's ID number, you must enter the mother's birthdate at this prompt, not the infant's.

The image shows a POS device screen with a light gray background. At the top left, the text 'MEDI SERVICES' is displayed. Below it, the text 'DATE OF BIRTH:' is followed by 'CCYY-MM-DD'. To the right of the screen are four vertically stacked buttons labeled 'F1', 'F2', 'F3', and 'F4'. At the bottom of the screen are four horizontally arranged buttons labeled 'PREV', 'NEXT', 'PRINT', and 'EXIT'.

Date of Issue

The POS device prompts you to enter the date of issue (YY-MM-DD) shown on the BIC. Press <ENTER> to accept the date shown or enter the correct date and press <ENTER>.

The image shows a POS device screen with a light gray background. At the top left, the text 'MEDI SERVICES' is displayed. Below it, the text 'DATE OF ISSUE:' is followed by 'YY-MM-DD'. To the right of the screen are four vertically stacked buttons labeled 'F1', 'F2', 'F3', and 'F4'. At the bottom of the screen are four horizontally arranged buttons labeled 'PREV', 'NEXT', 'PRINT', and 'EXIT'.

Date of Service

The POS device prompts you to enter the date of service. The POS device displays the current date as the default. If a different date of service is needed, enter that date (CCYY-MM-DD) and press <ENTER>. If the default date is the correct date, press <ENTER> to accept.

The image shows a POS device screen with a light gray background. At the top left, the text 'MEDI SERVICES' is displayed. Below it, the text 'DATE OF SERVICE:' is followed by 'CCYY-MM-DD'. To the right of the screen are four vertically stacked buttons labeled 'F1', 'F2', 'F3', and 'F4'. At the bottom of the screen are four horizontally arranged buttons labeled 'PREV', 'NEXT', 'PRINT', and 'EXIT'.

Procedure Code

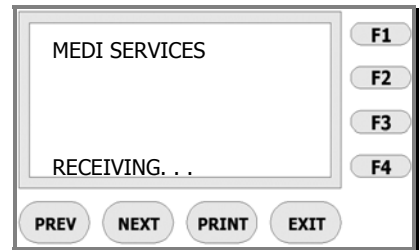
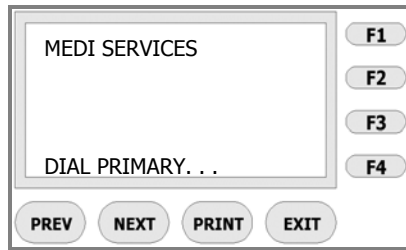
The POS device prompts you to enter the procedure code (either a HCPCS, CPT-4, UB-92, NDC, UPC or HRI code). Enter the procedure code and press <ENTER>.

Send/Re-Edit Menu

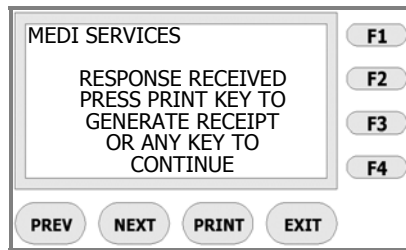
All of the specific fields related to the Medi-Services transaction have been entered. The device displays the send/re-edit menu, which lists the following options: "SEND," "RE-EDIT," "SOC" (Share of Cost), and "MS" (Medi-Services Reservation). Select "SEND" to send your MS transaction to the Medi-Cal host computer, or select "RE-EDIT" to change the transaction data.

If you select "RE-EDIT," the device will allow you to make changes to any data that you have entered. It displays the first field of your MS transaction, the "Shortcut Key" field. You can scroll through all the fields by pressing <NEXT> to move to the next screen or <PREV> to move to a previous screen until you get to the field you want to change. You can change the field by typing over the information previously entered or by using the backspace key to erase the previously entered data, one character at a time, before re-entering the information. After the information in a field has been changed, press <ENTER> to accept the updated information. Once all fields have been verified and are correct, you can either go immediately to the send/re-edit menu by pressing <EXIT> or scroll field by field.

After you select "SEND," the screen displays the following screens to show that the POS device is processing your transaction and sending it to the Medi-Cal host computer.



After the Medi-Cal host receives your transaction, you will receive the following message:



As prompted in the response received message, you can press <PRINT> on the device or <F7> on the keyboard to print the response. Or you can view the response on the screen by pressing any key. The device displays a text message containing your MS response.

Medi-Service Reservation Applied

Following is an example of the type of messages you may receive:

MEDI SERVICES
LAST NAME : DOE, JOHN
MEDI SVC
RESERVATION
APPLIED. # OF MEDI
SVCS REMAINING FOR
MONTH OF SVC
ENTERED : 0

F1
F2
F3
F4

PREV NEXT PRINT EXIT

Transaction Completion

The response screen may contain an arrow pointing down. This arrow indicates that the message continues on the next screen, or that you have provider mail (additional messages from the Medi-Cal System). If you have provider mail, the device will display a down arrow on the last page of your MS response. Press <NEXT> to scroll to the next page of the response or if you are at the last page of your response, press <NEXT> to view your provider mail. Press <PREV>, if there is an arrow pointing up, to view the previous page of the response. Press <CANCEL> to return to the eligibility menu.

Medi-Service Reservations Rejected

If the recipient has not yet cleared all of his or her SOC liability, the Medi-Service reservation will be rejected.

MEDI SERVICES
MEDI SVC
RESERVATION
REJECTRD.

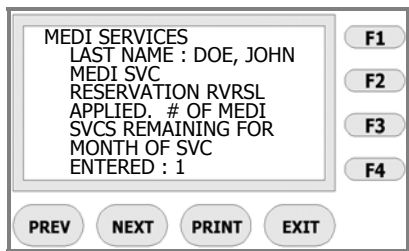
F1
F2
F3
F4

PREV NEXT PRINT EXIT

MS Reversal

To reverse an MS transaction, select “MS REVERSAL” at the eligibility main menu and enter the same information as for a Medi-Services Reservation. The device will respond with confirmation that the reversal is completed.

Sample MS Reversal Message



A screenshot of a medical services terminal screen. The screen is divided into two main sections. The left section contains a text box with the following text: "MEDI SERVICES", "LAST NAME : DOE, JOHN", "MEDI SVC", "RESERVATION RVRSL", "APPLIED. # OF MEDI", "SVCS REMAINING FOR", "MONTH OF SVC", and "ENTERED : 1". To the right of this text box are four function keys labeled "F1", "F2", "F3", and "F4". Below the text box and function keys are four larger buttons labeled "PREV", "NEXT", "PRINT", and "EXIT".

If you are unsure of the meaning of a message, refer to the appropriate section of your Medi-Cal provider manual or call the EDS POS/Internet Help Desk at 1-800-427-1295.